SHOPPER - FREQUENTLY ASKED QUESTIONS

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Q1. I am a new Shopper what do I do?

1. After you have registered you will be required to complete an Induction Program consisting of reading the Shopper Training Manual, submitting a Training Declaration, submitting a Statement by A Supplier and finally advising us of your Bank Account details (using the Bank Account Details template) by fax or mail. You will find these documents at the bottom of the HOED Shopper Portal Home Page.

2. Once we receive these documents and the details checked you will receive an email reminder to contact the Quality Control team for a briefing before you undertake your first Assignment.

3. At the successful completion of the briefing the QC team will authorise you as a Mystery Shopper. Your account will then be activated using the User Name and Password that you created when you registered as a Mystery Shopper.

4. You will be directed to the HOED Shopper Portal login page. After logging in you will be presented the Survey Manager Express home page, under the **Available Assignments** TAB you will find brief details about those Assignments that you are able to accept.

5. Just click on the **Details** button, you will then be presented with more details about a specific Assignment. If you wish to accept it you just need to click on the **Select** button. Once you have done this you will receive confirmation that the Assignment has been allocated to you.

6. The Assignment that you have accepted will then be listed under the **Current Assignments** TAB.

7. You will find detailed instructions on how to use HOED Shopper Portal on the home page after login at www.hoedshopper.com.au

Q2. I have received an Email offering me an Assignment, what do I do?

1. The email will have a link to the HOED Shopper Portal log-in page. After logging in you will be presented the Portal's home page, under the **Available Assignments** tab you will find brief details about all of the Assignments that you are eligible to accept.

2. Just click on the **Details** button, you will then be presented with more details about a specific Assignment. If you wish to accept it you just need to click on the **Select** button. Once you have done this you will receive a confirmation that the Assignment has been allocated to you.

3. You will find detailed instructions on how to use the HOED Shopper Portal (Survey Manager Express User Manual) on the home page after login at www.hoedshopper.com.au

Q3. If I am doing this as a hobby what paperwork do I need to send to HOED.

All Shoppers wishing to be considered as Hobbyists must complete the Statement by a Supplier and submit it before any payments are made. If you deem yourself a Hobbyist then complete the Statement by Supplier (Section A(1), Section B) with your name as Supplier and tick the box under Section A (3) with ***"is made in the course of furtherance of an activity done as a private recreational pursuit or hobby".***

Q4. Do I need ABN registration?

If you do mystery shopping for an income and to make profits, and/or you think you will do a lot of mystery shopping then you will be considered as an Independent Contractor. If so you will need to provide to HOED Mystery Shopping your ABN number.

Q5. I am currently unemployed or a homemaker and do not wish to apply for an ABN number, what do I do?

All Shoppers wishing to be considered as Hobbyists must complete the Statement by a Supplier and submit it before any payments are made. If you deem yourself a Hobbyist then complete the Statement by Supplier (Section A(1), Section B) with your name as Supplier and tick the box under Section A (3) with ***"is made in the course of furtherance of an activity done as a private recreational pursuit or hobby".***

Q6. What is the situation regarding tax?

You are responsible for your own tax obligations. HOED Mystery Shopping will supply all Shoppers with an annual Statement of Earnings including any amounts withheld if you are an Independent Contractor without an ABN.

If you are a Contractor and registered for GST you will need to tell us.

You should seek accounting and/or financial advice regarding your tax obligations.

Q7. How much work will I get?

This will vary from month to month and greatly depends on where you live or work and your nominated postcodes. When an Assignment comes up in your area we will contact you. Assignments vary in frequency and number. Clients typically have their stores shopped monthly, quarterly, semi-annually or on an "as-needed" basis.

Some Assignments also have special conditions attached to them, for example to be shopped by a young female etc.

Q8. How far will I be asked to travel?

Assignments are offered that are as close to your home or work location and any other nominated postcodes as possible. The postcodes you list in your Account Profile are very important as we do 'searches' by postcode when making offers to Shoppers.

PLEASE ENSURE THAT YOU INCLUDE ALL POSTCODES YOU ARE WILLING TO SHOP.

Some jobs do attract travel cost re-imbursement, these will be clearly

identified as such when being offered to you.

We suggest you seek accounting and/or financial advice regarding any deductible travel expenses.

Q9. Will I incur any other expenses?

All shoppers are responsible for their own operating expenses (i.e. computer, Internet access, maintenance etc.) Again we suggest you seek accounting and/or financial advice regarding any other deductible expenses.

Q10. Who pays for the product purchases?

On those occasions that you are asked to make a purchase as part of the assignment you will be reimbursed as part of your next payment.

Q11. How much is the pay and when do I get paid?

Payment varies according to the Assignment. Once you have come on board we will discuss this with you. You are reimbursed for any product purchase that you may have to make.

You will need to provide your bank account details.

Payments are processed on a fortnightly basis and will include any payments that have been downloaded to the payroll system at the time of the payroll due date.
Please note that the timing of payments is determined by the date assignments have been processed through our quality control process and not the date actually shopped. As a general guideline this can be anywhere from two to five weeks. Any product reimbursements are paid after filling out the online expense claim form which is located at the bottom of the survey.

Q12. When do I submit my reports?

You must submit the completed online Questionnaire within 48 hours of your store visit or by the ***Due Date***, whichever comes first.

Q13. I am unable to complete an Assignment I have accepted, what do I do?

Please click on the REMOVE button under the CURRENT ASSIGNMENTS TAB so that the Assignment becomes available for other shoppers. It is imperative you do this as soon as you become aware that you cannot complete an Assignment.

Q14. What happens with those Assignments that involve follow-up?

Those Assignments that require that you be contacted by the store for follow-up will have a date listed by which follow-up must occur. Complete the Questionnaire on the same day of the visit and once completed **Submit** it, and await follow-up.

The Questionnaire will now be moved into the Awaiting Follow-Up grid under the ***Current Assignments*** tab of Survey Manager Express.

- Ensure that you monitor any follow-up for the period stated. As soon as follow-up occurs finish off the Questionnaire and SUBMIT it immediately.

- If no contact details are taken at the time of the visit, answer the follow-up question straight away and type "no contact details taken" and SUBMIT.
- If the follow up period expires and no follow up is received, finish-off the Questionnaire and type "no follow-up received" and SUBMIT.

If follow-up is not reported by the due date you will be sent an email on the day after prompting you to report whether follow-up did happen or not.

Q15. What if I need further information?

You can e-mail (allocations@hoed.com.au) , fax (1800 063 279) or call us (1800 025 121) and we will be happy to clarify any further information you require. The **HOED Shopper Portal Home Page** under **Contact Us** gives additional details about where to direct your enquiry.

You can also go to the User Manual for information on how to use HOED Shopper Portal.

Document information

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Owner:	Yasmine Rafique
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Revision history

Status	Date	Comments
Draft 1	28 Apr 09	Initial Draft
Draft 2	19 Jun 09	Reviewed to align with SME.
Draft 3	26 Jun 09	Added section on Follow Up
Draft 4	28 Jun 09	Split into two versions
Draft 5	30 Jun 09	Combined into one version
Version1	7 Jul 09	Advice from Michael new treatment of combined group of shoppers
Version 2	22 Jul 09	Small changes to content – fix errors from Allocations Staff advice.
Version 3	7 Oct 09	Changes to Registration process
Version 4	27 Oct 10	Removed references to CBS processes/status.

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